



WHAT'S NEXT? WASHINGTON CONNECTION ENHANCEMENTS & DSHS POLICY UPDATES

Community Partnership Workshop:
Making Connections in Your Community
(August 31, 2012)

Welcome

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Agenda: Washington Connection Enhancements

- ❑ Partners' Input to Improve Washington Connection
- ❑ Customer Survey Results Highlight
- ❑ Recent Enhancements Implemented in July
- ❑ Future Enhancements for October Release
- ❑ October 16, 2012 Webinar and Demo



Learning Objectives

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- ❑ Understand how partners' input and suggestions are used to improve Washington Connection functions
- ❑ Learn about recent changes and enhancements implemented in July
- ❑ Learn about the changes and enhancements that will be made to Washington Connection in October

Input to Improve Washington Connection

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Ways we receive input from community partners:

- ❑ “Contact Us” link
- ❑ Online customer survey
- ❑ Committee meetings
- ❑ Strategic planning process
- ❑ E-mail and one-on-one communication



Washington Connection Online Customer Survey

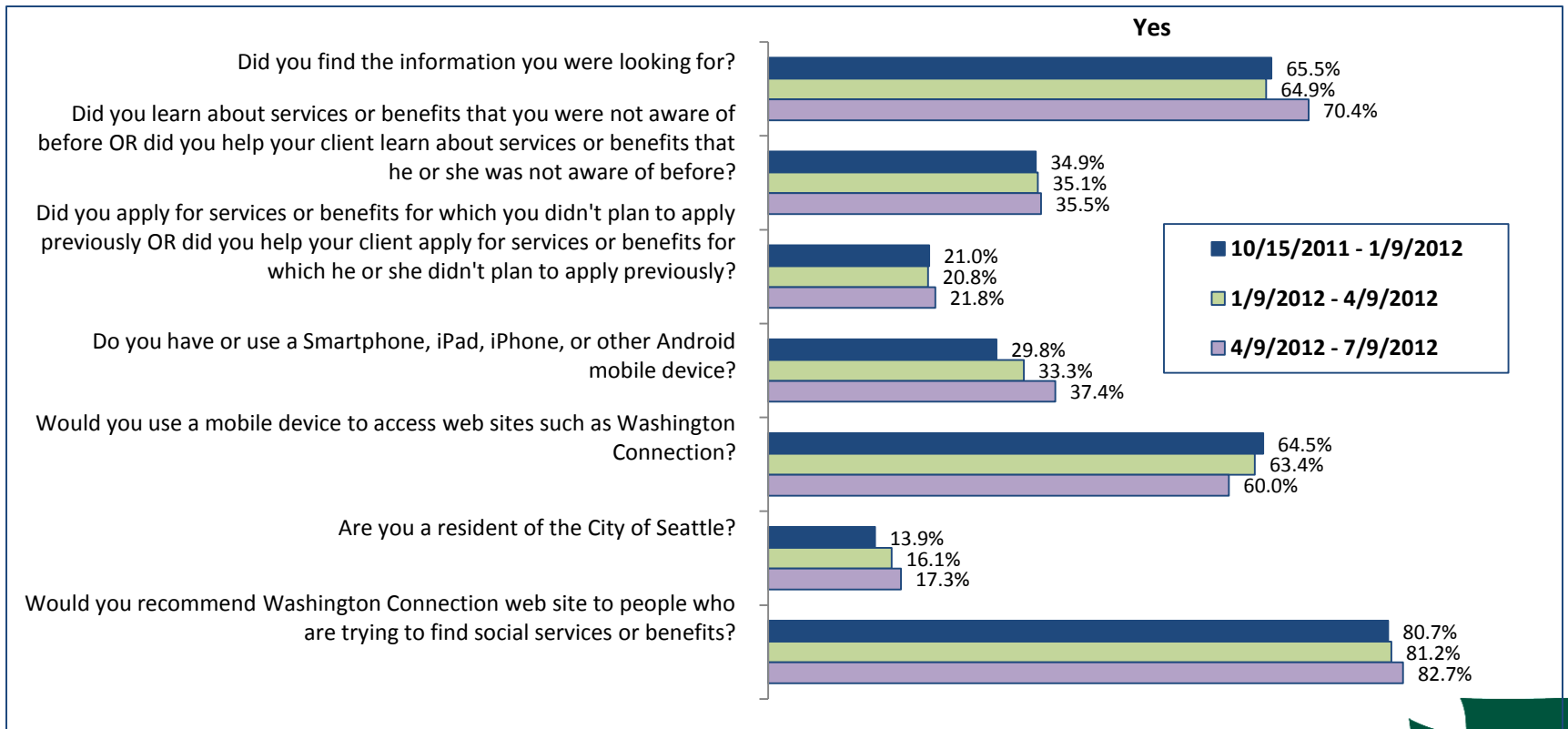
Percent answering “Yes” to the following questions - Summary

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Avg. # of responses to these questions = 2,752 – October 15, 2011 to January 9, 2012

Avg. # of responses to these questions = 2,975 – January 9, 2012 to April 9, 2012

Avg. # of responses to these questions = 2,146 – April 9, 2012 to July 9, 2012



Washington Connection Online Customer Survey

Overall, how would you rate the Washington Connection web site?

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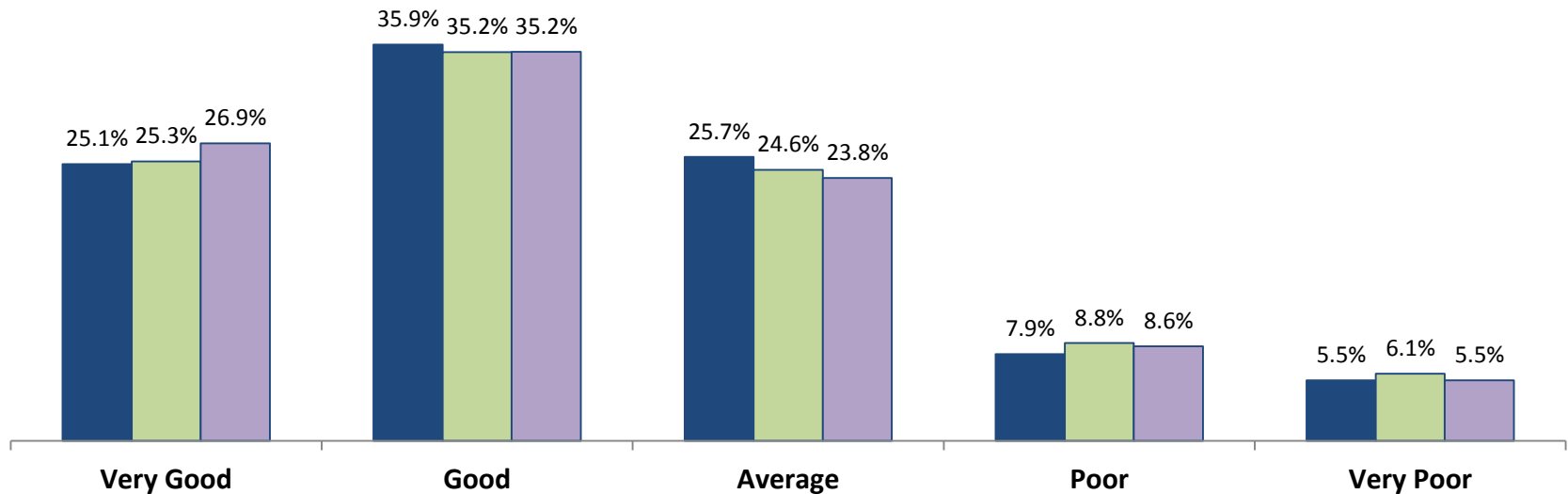
Total responses from all respondents = 2,610 – October 15, 2011 to January 9, 2012

Total responses from all respondents = 2,814 – January 9, 2012 to April 9, 2012

Total responses from all respondents = 2,197 – April 9, 2012 to July 9, 2012

Overall, how would you rate the Washington Connection web site?

■ 10/9/2011 - 1/9/2012 ■ 1/9/2012 - 4/9/2012 ■ 4/9/2012 - 7/9/2012



Data Source: Washington Connection Online Survey



Recent Enhancements: July 15, 2012

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- ❑ Provide Assisting Agencies (with CBO Account) with additional access to search for client data for clients assisted by the CBOs.
- ❑ Encourage applicants to provide more information in online application.
- ❑ Limit partially completed applications to food benefits only.
- ❑ Move PDF of translated application forms to first page of online application.
- ❑ Add WebTrends Web Analytics to track web usage.
- ❑ Remove current Online Customer Survey (to be replaced with new surveys in October).



Future Enhancements: Oct 15, 2012

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- ❑ Home page redesign based on input from partners and staff.
- ❑ Online sign-up process for CBO partner on the new Community Partner Resources page.
- ❑ Report the birth of a newborn to kick off the enrollment process for Medicaid eligible newborn.
- ❑ Add “Report Welfare Fraud” link to the footer.
- ❑ Add two new customer surveys – one for the public or clients, and one for the community partners.
- ❑ Separate the online tutorial by subject matter and language.
- ❑ Clarify instructions for Client Benefit Account.



Partnership Subcommittee Webinar

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- ❑ October 16, 1:30-3:30
- ❑ Invitation will be available in September
- ❑ If you haven't received invitations in the past, and will be interested in joining the Webinar, contact:

Alice Liou

Administrator, Strategic Initiatives and Management

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Questions & Answers

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Welcome

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Agenda: DSHS Policy Updates

- ❑ Summer EBT for Children (SEBTC) program
- ❑ Changes to Food Assistance Program for Legal Immigrants (FAP)
- ❑ Basic Food - Zero Issuance & Direct Certification for School Meals
- ❑ Community Meals for Elderly, SSI Recipients, and Spouses

Learning Objectives

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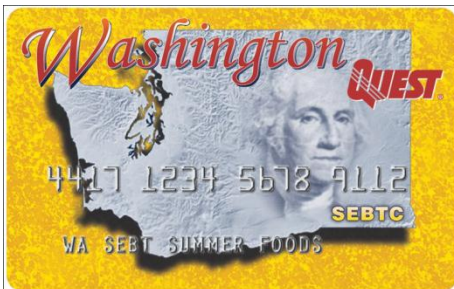
- ❑ Understand about the Summer EBT for Children Pilot in Clark County
- ❑ Learn about the reductions in state-funded FAP
- ❑ Learn about the changes to direct certification for school meals for SNAP households receiving \$0
- ❑ Learn about feasibility review for community dining option for seniors and SSI recipients who receive Basic Food

Summer EBT for Children (SEBTC)

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Demonstration project in Clark County:

- ❑ Joint project between DSHS and OSPI
- ❑ Alternative concept to site-based summer meals
- ❑ Selected free/reduced price school meal families in Evergreen and Vancouver school districts
- ❑ Participants receive deposits of:

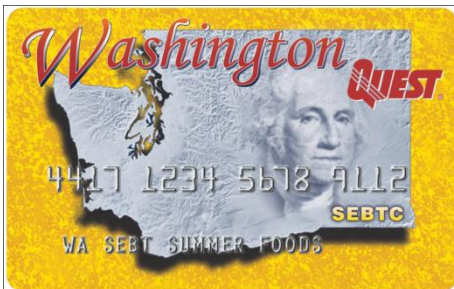


- \$30 per eligible child in June
- \$60 per eligible child in July and August
- \$8 per eligible child in September

Summer EBT for Children (SEBTC)

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- ❑ Test EBT as a delivery model for summer meals
- ❑ First benefits provided after last day of school
- ❑ Two surveys of consenting households
 - Before Implementation
 - During program
- ❑ Based on findings of the demonstration
 - May be continued or expanded for upcoming years;
 - May be discontinued;
 - Could be considered as replacement for SFSP program.



Food Assistance Program for Legal Immigrants

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- ❑ State-funded food assistance program for legal immigrants
- ❑ Authorized under [RCW 74.08A.120](#)
- ❑ Rules for FAP mirror SNAP except for citizenship / immigration requirements
- ❑ The legislature sets FAP benefits in the budget
- ❑ As of July 1st, FAP benefits are ½ of the benefits under the federal SNAP program
- ❑ About 10,800 households / 15,000 persons impacted

Direct Certification for School Meals

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- ❑ Direct Certification: When a household receives Basic Food / SNAP, they are automatically certified (enrolled) in free school meals.
- ❑ This is done through an interface between DSHS and OSPI who provides the information about eligible children to the school districts.
- ❑ Children in households eligible for SNAP, but receiving no monthly benefits due to income used to receive free school meals automatically.
- ❑ Due to a July 1, 2012 change of rules at USDA FNS, households must receive at least \$1 in SNAP for free school meals.

Community Dining – Feasibility Review

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- ❑ For seniors (Age 60+) and SSI recipients and their spouses.
- ❑ Allows participants to buy hot meals at non-profit meal sites using Basic Food benefits.
- ❑ Makes Basic Food more worthwhile for people who have trouble preparing their own meals.
- ❑ Reviewing feasibility right now.
- ❑ If approved, will likely pilot in limited areas before expanding statewide.

Questions & Answers

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Thank you

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